

Karri Anderberg

From: Billing Department
Sent: Thursday, July 7, 2022 10:50 AM
To: Karri Anderberg
Subject: FW: Outrageous Bill-13581 Harvest Way

Barb Resch
Accounting & Billing Clerk
Village of Poplar Grove
Phone: 815-765-3201 ext.102
Fax: 815-765-3571

A Great Place to Call Home

From: Jasmine Rodriguez <jasminerodriguez492@gmail.com>
Sent: Thursday, July 7, 2022 10:20 AM
To: Billing Department <Billing@villageofpoplargrove.com>
Subject: Re: Outrageous Bill-13581 Harvest Way

I just spoke with a maintenance person about my water softener. It is apparently broken. I unplugged it after discovering I had the huge bill because I looked inside the water softener and noticed it had consumed 2 huge bags of salt in a very short period of time. The softener remained plugged after the water was shut off making requests to filter the machine. Those requests discombobulated the machine because there was no water to pull from. When the water was turned on it tried to catch up with previous requests using 2 bags of salt in less than 2 weeks ultimately breaking the water softener.

On Tue, Jun 28, 2022 at 11:40 AM Jasmine Rodriguez <jasminerodriguez492@gmail.com> wrote:

Karri Anderberg

From: [REDACTED]
Sent: Monday, June 27, 2022 5:54 AM
To: Karri Anderberg
Subject: Federal Forensic Accounting

I am getting ridiculously high bills to my home. I live at 13581 Harvest Way, Poplar Grove, Illinois 61065. I believe I am being overcharged through potential misconduct at your office. I applied for a grant through the Rockford Community Agency which was approved resulting in the water being turned back on in my house. I went from getting a bill reflecting nothing was owed on my account to getting a bill stating close to 1,200 dollars is owed on my account. I would appreciate it if you looked into this.

Thanks,

Jasmine Rodriguez

Sent from my iPhone